



CORONAVIRUS UPDATE

Dear Daniel

I wanted to update you about how Greater Anglia is responding to the coronavirus outbreak. We are doing all we can to keep those who need to travel on the move and to keep our customers and our staff as safe as possible from the virus. We will continue to run trains to make sure those people who cannot work from home can still travel to work – such as NHS and emergency services workers.

From **Monday 23 March**, we will be running a revised timetable, with fewer services. The service will be similar to a Sunday timetable, but starting earlier and finishing later. Most routes will see an hourly service throughout the day – although there will be a half-hourly service between Hertford East and Stratford and between Southend Victoria and London. The mix of services on the Great Eastern Main Line will see three trains an hour available from Colchester and Chelmsford to London.

We're reducing the timetable so that we can continue to provide a reliable and consistent service for those who need to travel to work, taking into account that some of our staff may need to self-isolate. It also reflects the fact that we've seen a significant reduction in passenger numbers recently, following the government's advice to avoid non-essential travel.

Full details of the new timetable are [available on the Greater Anglia website](#). Please remember to check before you travel via the Greater Anglia website, app or [Twitter](#).

To help prevent the spread of the coronavirus, we've stepped up cleaning of our trains and stations, with extra staff helping us to prioritise high contact areas, such as grab rails, door buttons and handles and ticket gates. We're also topping up soap, water and toilet roll in toilets more frequently. Posters with NHS hygiene advice are on display across our network, in trains, stations and our offices.

We know that many of you have been told to work from home, schools are shut and that events you'd booked train tickets for in advance have now been cancelled. We will try to make it as easy as possible for you to get a refund or change your ticket. These are unprecedented times and we've never had to deal with such large volumes of refunds, so please be patient and polite to our staff. They're trying to help you as much as possible and I'd like to thank them for all they're doing to keep our railway moving. [More information about refunds is available here](#).

We'll post any updates on our website and social media, so please keep checking it for news of any changes.

Our first priority will continue to be to do everything we can to protect the safety and wellbeing of our customers, our employees and the communities we serve.

Stay safe.

Jamie Burles

Greater Anglia Managing Director

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based on our current records.

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